http://www.fcc.gov/cgb/ecfs.

Form for Counting Non-initialized Cell Phone Calls

PURPOSE: The Federal Communications Commission (FCC) recently issued a "Notice of Inquiry" into the growing national problem of harassing and fraudulent 911 calls from discarded and disconnected cell phones (aka non-initialized phones or NSI devices). Non-emergency calls from these phones can prevent callers with real emergencies from connecting with a 911 call center. Under current FCC mandate, all 911 calls from NSI phones must be forwarded to a 911 call center.

As part of its inquiry, the FCC requested recent information from all parts of the country on the "nature and extent of fraudulent calls made from NSI devices." The FCC stated it "would also welcome further evidence, including statements from knowledgeable parties, media reports, etc., illustrating the extent of the problem."

The more the 911 community responds to the FCC's request, the more likely a solution to this problem will be found. Please consider responding to the FCC's request. Send relevant newspaper articles or your comments about the issue generally or about specific NSI calls that created problems for your PSAP. Or count the NSI calls your PSAP receives. The form below is offered to assist in counting, tracking and grouping various types of NSI calls. Consider asking your PSAPs to track all NSI phone calls for a period of time – even a week -- total and summarize the results and file the information with the FCC. Filing instructions are included at the end of this form,

DEFINITIONS: For purposes of this form, the following definitions apply:

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Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please report both legitimate and harassing calls from non-initialized phones.

Date 10 24 PSAP: NOTCOMM Name: Scotter
(Where call received) Time or period of time that individual or related call(s) were received:
Number of suspected calls received from suspected single caller:
For any <u>legitimate calls</u> from NSI phones seeking emergency assistance, please describe (1) the nature of the call, (2) it caller provided their location, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of call) or the call was discontinued before location could be established:
For any calls that were <u>not legitimate</u> calls for help (<u>harassing calls</u>), please indicate the nature of the calls: Threatening in nature? YesNo Bogus calls for help? YesNo
Prank call? Yes No Hang up(s)? Yes No Accidental dial? Yes No Child playing? Yes No
Other? Yes No If yes, please explain:
How much time (approximate) did call taker or dispatcher spend on the call(s)?
How much time (approximate) did emergency service providers spend on the call(s)? Description of harassing call:

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8474511713

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Date 06/26/08	PSAP:	Jorcomm	Nam	Dakeya	Mason
Time or period of time th		here call received) related call(s) were receiv	'ed:	, (C) _₹ II	takér)
Number of suspected ca	ills received from	n suspected single caller:		ALT# (911) 187 - 5760
caller provided their loca	tion, and (3) wh		to dispatch l		the nature of the call, (2) if the cough a transfer or relay of the
For any calls that were <u>n</u> Threatening in nature? Prank call? Accidental dial?	ot legitimate of Yes No Yes No Yes No	alls for help (<u>harassing ca</u> Bogus calls Hang up(s)' Child playin	for help? ?		
Other?	Yes No	If yes, please expla	ln:	W = 414	
How much time (approxin How much time (approxin Description of harassing	nate) olo, silysy 9	ker or dispatcher spend or ency service providers sp	the call(s)? end on the c	00:00 all(s)?_W/A	:08hrs

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Date add alg D8		OrComm here call received)	Name:	a Lega (Call toker)	Mason
Time or period of time th		related call(s) were receive	d: 19:50	2	, ,,, <u>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</u>
Number of suspected ca	alls received from	n suspected single caller; _	ALT#_	(911) 72	12-6830
caller provided their local	ntion, and (3) wh	nes seeking emergency ass nether the PSAP was able t location could be establish	o dispatch help (di		
For any calls that were <u>n</u> Threatening in nature? Prank call? Accidental dial?		Hang up(s)?	or help? Yes Yes\	No No	calls:
Other?	Yes No	If yes, please explain	11		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
How much time (approxing How much time (approxing Description of harassing	nate) did emerg	ker or dispatcher spend on ency service providers spe	the call(s)? nd on the call(s)? _	N/A 0:00:16	ha.

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

Date 6/21/08	PSAP: _	Noeca Where call r	omm	Name: _) a Keya Call take	Mason
Time or period of time th				<u> 10:4</u>	8 (Can take	r)
Number of suspected ca	ılıs received	from suspecte	ed single caller:	ALT	<u> </u>	2 <u>39 - 3100</u>
For any legitimate calls caller provided their loca call) or the call was discontinuous	tion, and (3)	whether the l	PSAP was able to d	ispatch help (describe (1) the r directly or throug	nature of the call, (2) if the
For any calls that were n Threatening in nature? Prank call? Accidental dial?		No.	o (<u>harassing calls</u>), Bogus calls for h Hang up(s)? Child playing?	relp? Ye Ye	No	ne calis;
Other?	Yes	No If ye	s, please explain:			
How much time (approxin How much time (approxin Description of harassing	nate) did en	ergency servi	atcher spend on the	call(s)? _ () on the call(s)	O: 00:08	'nrs.

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Date 06 26 08	PSAP:	ORCOMM ere call received)	Name: 1	DAKEYA	MASON
Time or period of time th		ere call received) elated call(s) were received.	17:06	2 (Call take)r)
Number of suspected ca	ills received from	suspected single caller;	ALT#	<u>(911)0</u>	43-3610
caller provided their loca	ition, and (3) whe	es seeking emergency assise ther the PSAP was able to ocation could be established	dispatch help (d	lescribe (1) the r firectly or throug	nature of the call, (2) if the h a transfer or relay of the
For any calls that were n Threatening in nature? Prank call? Accidental dial?			help? Yes Yes	No	he calls:
Other?	Yes No_	If yes, please explain:		- 184	
	nate) did em <i>erg</i> e	er or dispatcher spend on th ncy service providers spend	ne call(s)? d on the call(s)?	00:00:5	lahe.

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Date 1210 Time or period of time the		(Where o		Name: BOOKLY d: 000-911-0000
	from NS:	phones se (3) whether	eeking emergency assis the PSAP was able to	istance, please describe (1) the nature of the call, (2) if the dispatch help (directly or through a transfer or relay of the ed:
For any calls that were rathered in nature? Prank call? Accidental dial?	ot legitim Yes Yes Yes	ate calls fo No No No	or help (<u>harassing calls</u> Bogus calls for Hang up(s)? Child playing?	Yes No
How much time (approxi How much time (approxi Description of harassing	mate) did	call taker of	service providers spend	the call(s)? 2905

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•	PSAP: // Where call at individual or related contacts	received)	ame: S.WU-W' 23:41 (Call taker)	====== n/t =
Number of suspected ca	ills received from suspec	ted single caller:	ALT# 660-9	11-0000
caller provided their loca		PSAP was able to dispat	please describe (1) the na ch help (directly or through	
For any calls that were not threatening in nature? Prank call? Accidental dial?	ot legitimate calls for he Yes No Yes No Yes No	elp (<u>harassing calls),</u> plea Bogus calls for help? Hang up(s)? Child playing?		e calls:
Other?	YesNoIfy	res, please explain:		
How much time (approxi How much time (approxi Description of harassing	match ara offici garrey co.	patcher spend on the call vice providers spend on th	- Own(0):	CEWI female dual Ead in

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	50m==5	C=====		========	=========	
Date <u>06/21/08</u>	P\$A P	: <u>No</u> e	COMM e call received) ated call(s) were received:	Name:	Da Keya	Mason
Time or period of time th	nat individ	ual or rela	ated call(s) were received:	12:32	. 56	···
			uspected single caller:			
caller provided their loca	ation, and	(3) wheth		dispatch help («		nature of the call, (2) if the th a transfer or relay of the
				· 		
For any calls that were r	ot legitin	nate calls	for help (harassing calls)	, please indica	te the nature of t	the calls:
Threatening in nature? Prank call? Accidental dial?	Yes	No	Bogus calls for Hang up(s)? Child playing?	help? Ye	s No	
Prank call?	Yes	No	Hang up(\$)?	Ye:	\$ No	
Accidental dial?	Yes	No	Child playing?	Ye	\$ No	
Other?	Yes	No	If yes, please explain:_			
How much time (approvi	mate) did	call taker	or dispatcher spend on the	e coll(s)?	00100	45
How much time (approxit	mate) did	emergen	cy service providers spend	on the call(s)?		<u> </u>
Description of harassing						

http://www.fcc.gov/cgb/ecfs.

Form for Counting Non-Initialized Cell Phone Calls

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Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

Date 6-20-08	PSAP: Name: Angr. A Stewart (Where call received)
Time or period of time th	(Where call received) (Call taker) nat individual or related call(s) were received:
Number of suspected ca	alls received from suspected single caller: ALT#
caller provided their loca	s from NSI phones seeking emergency assistance, please describe (1) the nature of the call, (2) if the tion, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the portion of the call of the call of the portion of the call of
For any calls that were n	ot legitimate calls for help (harassing calls), please indicate the nature of the calls:
Threatening in nature?	Yes No Bogus calls for help? Yes No
Prank call? Accidental dial?	Yes No Bogus calls for help? Yes No Yes No Hang up(s)? Yes X No Yes No Child playing? Yes No
Other?	Yes No If yes, please explain:
How much time (approxi	mate) did call taker or dispatcher spend on the call(s)?
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DIRECTIONS: Please report both legitimate and harassing calls from non-initialized phones.

				==== = =			
Date 6-21-06	PSAP	: <u>N</u> c	reomn		Name: _		(Call taker)
		(Wher	e call received	1)			(Call taker)
Time or period of time th	at individ	ual or rel	ated call(s) wer	e received:_	18,37		
Number of suspected ca	ills receiv	ed from s	uspected single	e caller:	AL	T#	
	tion, and	(3) wheth	ner the PSAP w	as able to d	ispatch help		be (1) the nature of the call, (2) if the yor through a transfer or relay of the
For any calls that were n	ot legitin	n <u>ate</u> calls	for help (haras	ssing calls)	please indi	cate the	nature of the calls:
Integrating in nature (Yes	— No —	Bog	us cans for i	nelp?	res —	_ NO
Threatening in nature? Prank call? Accidental dial?	768 Vae	No	— Hall Chik	g up(s)r d blaving?))	res <u>∕</u> ∕ee	_ NO
Acoldenial dials	, 43	,,		a praying:			_ 140
Other?	Yes	No	If yes, pleas	e explain: _			
	·		<u> </u>				
How much time (approxim	nate) did	call taker	or dispatcher s	pend on the	call(s)?		
Description of harassing	call:			naeis sheur	on the call(s	•)/	

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PURPOSE: The Federal Communications Commission (FCC) recently issued a "Notice of Inquiry" into the growing national problem of harassing and fraudulent 911 calls from discarded and disconnected cell phones (aka non-initialized phones or NSI devices). Non-emergency calls from these phones can prevent callers with real emergencies from connecting with a 911 call center. Under current FCC mandate, all 911 calls from NSI phones must be forwarded to a 911 call center.

As part of its inquiry, the FCC requested recent information from all parts of the country on the "nature and extent of fraudulent calls made from NSI devices." The FCC stated it "would also welcome further evidence, including statements from knowledgeable parties, media reports, etc., illustrating the extent of the problem."

The more the 911 community responds to the FCC's request, the more likely a solution to this problem will be found. Please consider responding to the FCC's request. Send relevant newspaper articles or your comments about the issue generally or about specific NSI calls that created problems for your PSAP. Or count the NSI calls your PSAP receives. The form below is offered to assist in counting, tracking and grouping various types of NSI calls. Consider asking your PSAPs to track all NSI phone calls for a period of time – even a week – total and summarize the results and file the information with the FCC. Filing instructions are included at the end of this form.

DEFINITIONS: For purposes of this form, the following definitions apply:

Non-initialized phone: A cell phone that is not registered for service with any wireless carrier and cannot be called back by a PSAP because it has no dialable number. The phone may previously have been initialized by a wireless carrier but currently is not subscribed to service. The telephone number shown in the ALT# field will normally begin with 911.

Harassing (not legitimate) calls from non-initialized phones: Non-emergency calls from a non-initialized phone to a PSAP that seem to be for a harassing or threatening purpose. Such calls include prank calls, repeated hang-ups by the same caller, bogus calls for help, and threatening calls.

Legitimate calls from non-initialized phones: Calls for an event that the person placing the call reasonably believes to be an emergency.

DIRECTIONS: Please report both legitimate and harassing calls from non-initialized phones,

# ======	
Date <u>6/2//08</u>	PSAP: Name: F. Adums (Where call received) Name: F. Adums (Call taker)
Time or period of time tha	(Where call received) at individual or related call(s) were received: (Call taker)
Number of suspected call	Is received from suspected single caller: ALT#_ 911 - 4916 - 2210
caller provided their locat	from NSI phones seeking emergency assistance, please describe (1) the nature of the call, (2) if the ion, and (3) whether the PSAP was able to dispatch help (directly or through a transfer or relay of the ntinued before location could be established:
For any calls that were <u>no</u> Threatening in nature? Prank call? Accidental dial?	ot legitimate calls for help (harassing calls), please indicate the nature of the calls: Yes No Y Hang up(s)? Yes No Y Child playing? Yes No Y No Y Child playing?
Other?	Yes No If yes, please explain:
How much time (approxim How much time (approxim Description of harassing of	nate) did call taker or dispatcher spend on the call(s)? Cond nate) did emergency service providers spend on the call(s)? N/A call: Call Wilo a hing up when it came in

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